



## **E-GOVERNMENT EFFORTS FOR MONTANA**

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### Montana Interactive General Manager's Report

**2nd Quarter 2016**

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## Executive Summary

• 2016 Non-Monetary Transactions processed to date.....	2,763,234
• 2016 Monetary Transactions processed to date.....	3,457,896
• 2016 Web visits to mt.gov services to date.....	4,092,056
• 2016 Statutory/Rule funds collected to date.....	\$ 148,279,051
• State Costs Avoided (by not paying development or maintenance costs <b>since 2001</b> ).....	\$ 14,490,395

The “State Costs Avoided” of over \$14.4 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

## Overview of eGovernment Activities Achieved in Q2 2016

**28** eGovernment activities were launched and/or addressed during Q2 2016. This includes **4** new customized eGovernment services/major enhancements to existing services, **2** Over-the-Counter payment solutions, **3** Common Checkout payment solutions, **4** Conference & Training Registration services, **2** Mobile Event Agenda applications, 1 ePass Service Provider integrations, and **12** enhancements and additions to existing eGovernment services. See page 5 for the list of all eGovernment activities achieved in Q2.

## Success of the Enterprise Dependent upon Key Agencies and Services

The longstanding partnership between the State and Montana Interactive, and our parent company, NIC, through the use of the Self-Funded Model, allows the State to offer eGovernment solutions to various levels of government in order to meet the needs of the citizens and businesses of Montana and beyond. This enterprise approach is geared to deliver value to the state as a whole, including at the state, county and city levels.

Although the Self-Funded Model is established to serve all levels of government, its success is dependent upon the participation of larger state agencies and the development of key eGovernment services. It is these larger, high volume services, supplying fundamental data to citizens and businesses across Montana and beyond, that lay the foundation necessary for the enterprise to succeed.

Services such as those offered by the Department of Justice including the sale of Driver Records, Temporary Registration Permits which generates the 40-day temporary registration tag following a vehicle sale; the sale of Criminal History Background Checks; and Vehicle Registration Renewals which allows vehicle owners to renew their registration online 24 hours a day, 7 days per week.

Other key agencies and services pivotal to the enterprise’s success include the Department of Labor & Industry’s Professional License services, Secretary of State’s business services, and Fish, Wildlife & Parks’ Hunting and Fishing services, are just a few of these services.

The larger agencies, and their high volume services, are the backbone of the model. Without the sustainable, long-term funding source provided by these key services, the Self-Funded Model and the enterprise as a whole cannot be sustained, as the majority of eGovernment services do not bring in enough transactions to support themselves.

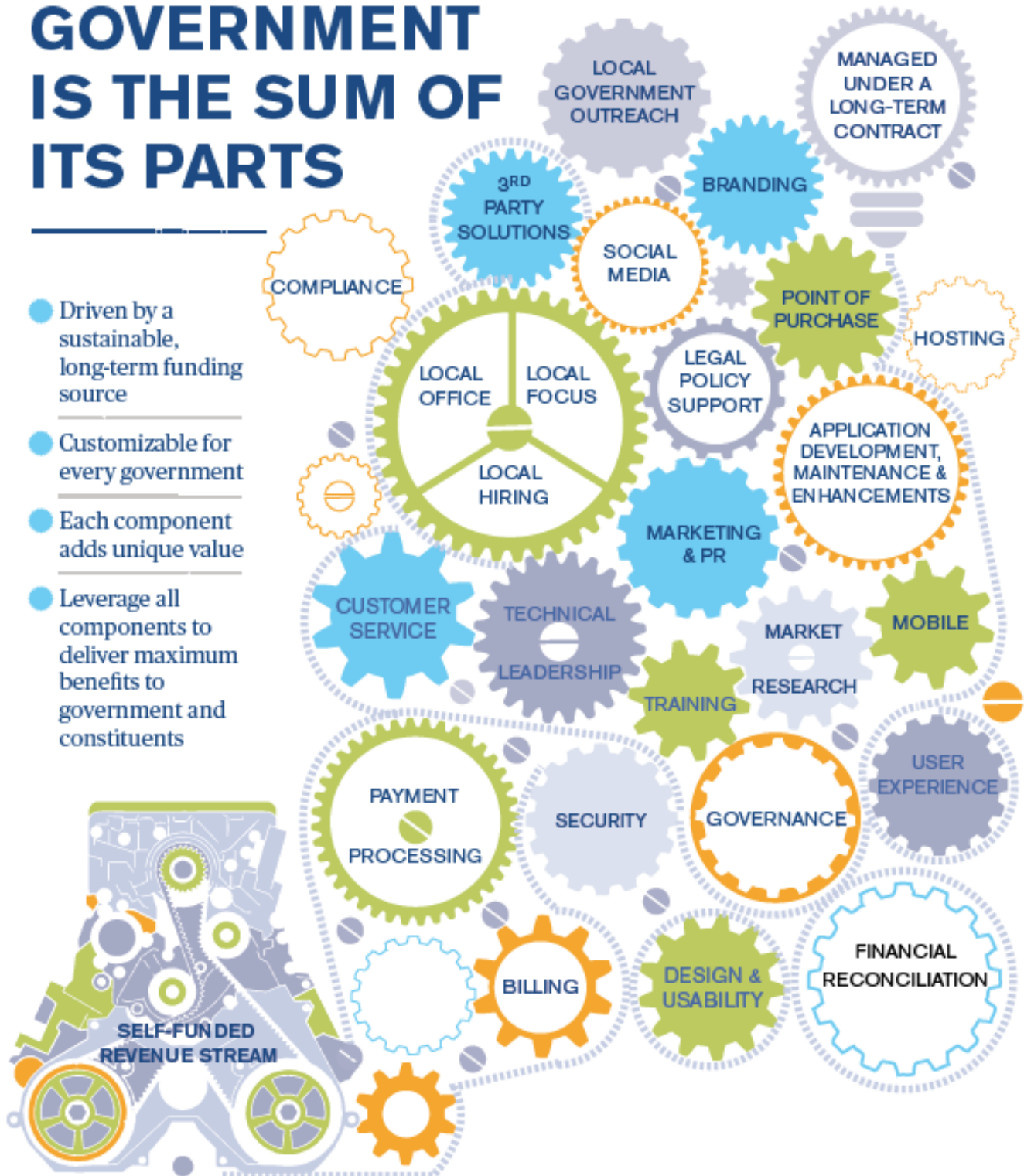
And the model is working. Since the start of the enterprise in 2001, over 1,700 eGovernment activities have been developed and delivered in partnership with 61 government entities. This includes 28 state, 24 county, 5 city, and 4 University entities. In recent years, there has been an increase in the offering of eGovernment solutions at the local government level with 29 cities and counties offering 161 eGovernment services, solutions and activities. The majority of these reflects payment processing solutions and the customized service, the County Burn Permit suite of services.

## Value that Goes Beyond Services and Solutions

In addition to eGovernment services, solutions and activities, Montana Interactive and our parent company, NIC, delivers much more than online services. We deliver full end-to-end support, complete with state-of-the-art infrastructure and security measures, for all services and solutions we offer. All of this provided at no cost to the state or our partnering entities.

# DIGITAL GOVERNMENT IS THE SUM OF ITS PARTS

- Driven by a sustainable, long-term funding source
- Customizable for every government
- Each component adds unique value
- Leverage all components to deliver maximum benefits to government and constituents



## eGovernment Activities – Q2 2016

Service	Agency	Entity Type	Service Type	Launched
State of Montana IT Conference (2016)	Administration	Self-Funded	Mobile Event	Jun/30/2016
Montana Innovative Symposium MyEvents2Go	Governor's Office	Self-Funded	Mobile Event	Jun/15/2016
ePass Service Provider School Immunization Reporting System (SIRS)	Public Health	Self-Funded	ePass Service Provider	Jun/09/2016
Montana Board of Housing 2016 Annual Housing Credit Compliance Training	Commerce	Transaction-Based	Conferences	May/16/2016
Montana Heritage Commission Membership Services add vigilante membership	Commerce	Self-Funded	Enhancement Request	May/03/2016
Department of Commerce - Board of Housing Phone Payment OTC	Commerce	Transaction-Based	OTC	May/04/2016
Vehicle Registration Renewal MI-168: Text Change	Justice	Self-Funded	Enhancement Request	May/17/2016
Montana Arbitrators Association 2016 Arbitration and Labor Relations Conference	Labor and Industry	Transaction-Based	Conferences	May/23/2016
MACo Annual Conference 2016	MACo	Transaction-Based	Conferences	May/16/2016
Ravalli County Black Mountain Payment Portal Integration	Ravalli County	Transaction-Based	CCP	May/02/2016
My Voter Page update for ADA Compliance	Secretary of State	Self-Funded	Enhancement Request	May/10/2016
Secretary of State Monthly Refresh – Contact Information (Multiple Sites)	Secretary of State	Time & Materials	Enhancement Request	May/02/2016
My Voter Page update absentee ballot text	Secretary of State	Self-Funded	Enhancement Request	May/10/2016
MDT ePart Common Checkout	Transportation	Transaction-Based	CCP	May/24/2016
Department of Transportation Administration and Motor Carriers Over the Counter	Transportation	Transaction-Based	OTC	May/24/2016
CTR Main Street Montana Project Market Montana Symposium	Commerce	Transaction-Based	Conferences	Apr/04/2016
Criminal History Online Records Search update FAQ	Justice	Self-Funded	Enhancement Request	Apr/26/2016
Prescription Drug Registry- APRN Enhancement to Comply with Nursing Compact	Labor and Industry	Time & Materials	Enhancement Request	Apr/05/2016
Prescription Drug Registry- Default End Date for New Relationships	Labor and Industry	Time & Materials	Enhancement Request	Apr/05/2016
Prescription Drug Registry- Delegate Access	Labor and Industry	Time & Materials/Self-Funded	Major ER	Apr/05/2016
Prescription Drug Registry- Search Terms and Conditions for Delegates and Registered Users (item #75)	Labor and Industry	Time & Materials	Enhancement Request	Apr/05/2016
Prescription Drug Registry-Edit Account Info for Licensed User Currently Showing Blank E-Mail Address (item #13)	Labor and Industry	Time & Materials	Enhancement Request	Apr/05/2016
Burn Permits 2015 All County Enhancements	Lewis and Clark County	Time & Materials	Major ER	Apr/20/2016
Volunteers in Service to America (VISTA) Quarterly Reporting	Public Health	Self-Funded	Custom Application	Apr/14/2016
Income Tax Express Update payment text	Revenue	Self-Funded	Enhancement Request	Apr/15/2016
Livestock Reporting Updates for 2016 billing period (#20 items 7,9,19,23)	Revenue	Time & Materials	Major ER	Apr/28/2016
Roosevelt County Black Mtn WebPay Treasurers Office Payment Portal	Roosevelt County - Treasurer's Office	Transaction-Based	CCP	Apr/25/2016
University of Montana Tuition Payments Remove \$10 fee	University of Montana	Self-Funded	Enhancement Request	Apr/18/2016

## 2016 eGov Activities by Service Category

The following service categories reflects the list of all eGovernment activities achieved in 2016. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

## eGovernment Services & Enterprise Solutions

### Customized Services & Major Enhancements

A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

#### 4 - new Custom eGovernment Services & Major Enhancements launched in the 2nd quarter 2016

5 – Custom eGovernment Services & Major Enhancements launched in 2016

267 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Livestock Reporting Updates for 2016 billing period	Revenue	State	Apr/28/2016
Burn Permits 2015 All County Enhancements	Lewis and Clark County	County	Apr/20/2016
Volunteers in Service to America (VISTA) Quarterly Reporting	Public Health	State	Apr/14/2016
Prescription Drug Registry- Delegate Access	Labor and Industry	State	Apr/05/2016
Pilot and Aircraft Inventory	Transportation	State	Mar/09/2016

### Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be take in person or over the phone as well as the customer entering their payment information via the Internet.

#### 2 - new OTC Payment Solutions launched in the 2nd quarter 2016

5 – OTC Payment Solutions launched in 2016

82 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Department of Commerce - Board of Housing Phone Payment OTC	Commerce	State	May/04/2016
Department of Transportation Administration and Motor Carriers Over the Counter	Transportation	State	May/24/2016
Unemployment Insurance Benefit Over the Counter	Labor and Industry	State	Mar/21/2016
Unemployment Insurance Contributions Over the Counter	Labor and Industry	State	Mar/11/2016
Public Health and Human Service Pool Plan Review & Inspection OTC	Public Health	State	Jan/05/2016

### On the Go (OTG) Mobile Payment Solutions

The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

No New OTG Mobile Payment Solutions launched in the 2nd quarter of 2016

0 – OTG Mobile Payment Solutions launched in 2016

2 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New OTG Mobile Payment Solutions in 2016			

### Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

#### 3 – new Payment Processor Integrations occurred in the 2nd quarter of 2016

5 - Payment Processor Integrations occurred in 2016

36 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Ravalli County Black Mountain Payment Portal Integration	Ravalli County	County	May/02/2016



MDT ePart Common Checkout	Transportation	State	May/24/2016
Roosevelt County Black Mtn WebPay Treasurers Office Payment Portal	Roosevelt County - Treasurer's Office	County	Apr/25/2016
USA Plants - State Payment Portal Integration	Agriculture	State	Mar/04/2016
OPI Payment Portal to connect to SB 410	Office of Public Instruction	State	Jan/07/2016

## Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

*No New Shopping Cart Solutions launched in the 2nd quarter of 2016*

*0 – Shopping Cart Solutions launched in 2016*

*7 – Shopping Cart Solutions have launched throughout our partnership since 2001*

Service	Agency	Entity Type	Launched
No New Shopping Cart Solutions in 2016			

## Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

**12 – Enhancements launched in the 2nd Quarter 2016**

*36 – Enhancements have launched in 2016*

*506 – Enhancements have launched throughout our partnership since 2006\**

*\* this information only started to be tracked in detail in 2006*

Service	Agency	Entity Type	Launched
Montana Heritage Commission Membership Services add vigilante membership	Commerce	State	May/03/2016
Vehicle Registration Renewal MI-168: Text Change	Justice	State	May/17/2016
My Voter Page update for ADA Compliance	Secretary of State	State	May/10/2016
Secretary of State Monthly Refresh – Contact Information (Multiple Sites)	Secretary of State	State	May/02/2016
My Voter Page update absentee ballot text	Secretary of State	State	May/10/2016
Criminal History Online Records Search update FAQ	Justice	State	Apr/26/2016
Prescription Drug Registry- APRN Enhancement to Comply with Nursing Compact	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry- Default End Date for New Relationships	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry- Search Terms and Conditions for Delegates and Registered Users	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry-Edit Account Info for Licensed User Currently Showing Blank E-Mail Address	Labor and Industry	State	Apr/05/2016
Income Tax Express Update payment text	Revenue	State	
University of Montana Tuition Payments Remove \$10 fee	University of Montana	University	Apr/18/2016
Correctional Offender Network Change Location Label	Corrections	State	Mar/17/2016
Criminal History Online Public Records Search- CHOPRS update Fee	Justice	State	Mar/01/2016
Gambling ACH Update for Million Dollar Payments	Justice	State	Mar/30/2016
Temporary Registration Permits MI-114: Behavior When Receiving Unknown XML from MERLIN	Justice	State	Mar/09/2016
Temporary Registration Permits MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Temporary Registration Permits MI-157: Void Resolution	Justice	State	Mar/09/2016
Temporary Registration Permits MI-158: And/Or When User Enters Information	Justice	State	Mar/09/2016
Vehicle History Search: MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Vehicle Registration Renewal: MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Unemployment Insurance (UI4U) drop down for collection of data	Labor and Industry	State	Mar/11/2016
Burn Permits Lewis & Clark Cty validate addresses	Lewis and Clark County	State	Mar/10/2016
Income Tax Express ACH Update for million dollar payments	Revenue	State	Mar/30/2016

Livestock Reporting Add year to master livestock report.	Revenue	State	Mar/24/2016
Loans and Grants entry page text update	Transportation	State	Mar/08/2016
Unemployment Insurance (UI4U) - Create a Training Environment	Labor and Industry	State	Feb/25/2016
Child Support Payment Display - Login Security	Public Health	State	Feb/22/2016
Annual Report - Remove Shares section from BEAR filing	Secretary of State	State	Feb/23/2016
Annual Report - Corporations Naming Registered Agents update	Secretary of State	State	Feb/23/2016
Professional License List download update Boards listed	Labor and Industry	State	Jan/12/2016
Livestock Reporting - Token & Customer ID	Revenue	State	Jan/12/2016
Livestock Reporting Phase 4 - updates for 2016 reporting	Revenue	State	Jan/26/2016
Policy Premium Payments update SABHRS information	State Fund	State	Jan/04/2016
ALS Performance Tuning	Fish, Wildlife and Parks	State	Jan/29/2016
ALS Electronic Signature	Fish, Wildlife and Parks	State	Jan/29/2016

## Conference & Training Solutions

### Conferences and Training Registrations

*The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.*

#### **4 - new Conference and Training Registrations launched in the 2nd Quarter 2016**

*11 – Conference and Training Registrations launched in 2016*

*758 – Conference and Training Registrations have launched since 2006\**

*\* Conference and Training launched in 2006*

Service	Agency	Entity Type	Launched
Montana Board of Housing 2016 Annual Housing Credit Compliance Training	Commerce	State	May/16/2016
Montana Arbitrators Association 2016 Arbitration and Labor Relations Conference	Labor and Industry	State	May/23/2016
MACo Annual Conference 2016	MACo	County	May/16/2016
CTR Main Street Montana Project Market Montana Symposium	Commerce	State	Apr/04/2016
ESGR Helena Job Service Job Fair	Labor and Industry	State	Feb/25/2016
Governors Summit on Invasive Species	Natural Resources and Conservation	State	Feb/22/2016
2016 Lifespan Respite Summit	Public Health	State	Jan/07/2016
MBCC 10th Annual Crime Prevention Conference	Justice	State	Jan/21/2016
MBCC Vendor Fair	Justice	State	Jan/21/2016
11th Annual Building Codes Education Conference	Labor and Industry	State	Jan/07/2016
Great Falls Community Job Fair	Labor and Industry	State	Jan/07/2016

### Mobile Event Agenda

*An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.*

#### **2 - new instances of the Mobile Event Agenda application launched in the 2nd Quarter 2016**

*2 – new instances of the Mobile Event Agenda application launched in 2016*

*3 – Mobile Event Agenda application have launched throughout our partnership since 2001*

Service	Agency	Entity Type	Launched
Governor's Office of Economic Development – Montana Ambassador	Governor's Office	State	Jun/15/2016
State of Montana IT Conference (2016)	Administration	State	Jun/30/2016



## ePass Montana – the State’s Single Sign-on Solution

### ePass Service Providers

*ePass Montana is the state’s single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.*

**1 - new ePass Service Provider was configured in the 2nd Quarter 2016**

**3 – ePass Service Providers were configured in 2016**

**115 – ePass Service Providers have launched throughout our partnership since 2001**

Service	Agency	Entity Type	Launched
ePass Service Provider School Immunization Reporting System (SIRS)	Public Health	State	Jun/09/2016
ePass Service Provider - MFSIS	Administration	State	Mar/18/2016 Mar/21/2016
ePass Service Provider - SIMS	Secretary of State	State	Mar/21/2016

## Other Services and Solutions

### Alliance Partnerships

*An alliance partnership is a service that is developed and maintained by one of MI’s alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency’s contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.*

**No new Alliance Partnership Services launched in the 2nd quarter 2016**

**0 - Alliance Partnership Services launched in 2016**

**8 – Alliance Partnership Services have launched throughout our partnership since 2001**

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016			

### Other Related eGovernment Activities

*Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.*

**No new Other eGovernment Related Activities were performed in the 2nd quarter of 2016**

**0 – new Other eGovernment Related Activities were performed in 2016**

**4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001**

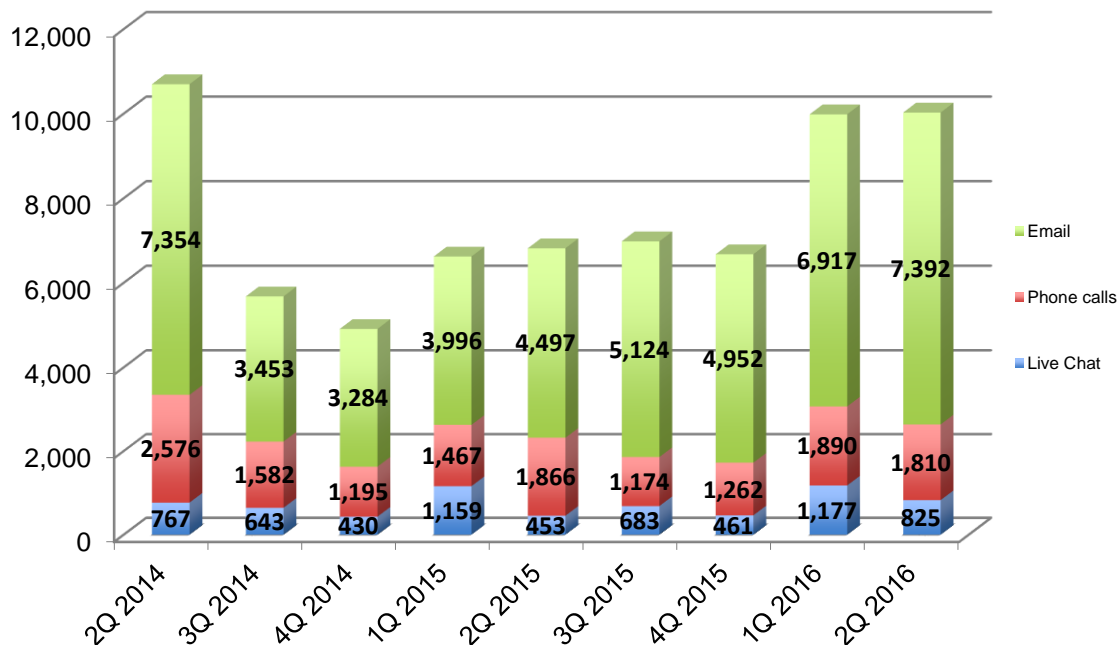
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2016			

## SABHRS and the State Treasury

*On average, Montana Interactive sends over 500 SABHRS files each month and approximately 6,400 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.*

## CUSTOMER SUPPORT

**The MI Helpdesk handled 10,027 customer inquiries in the 2nd Quarter 2016**  
 20,011 customer inquiries handled by the MI Helpdesk in 2016



## SERVICE ACCESSES

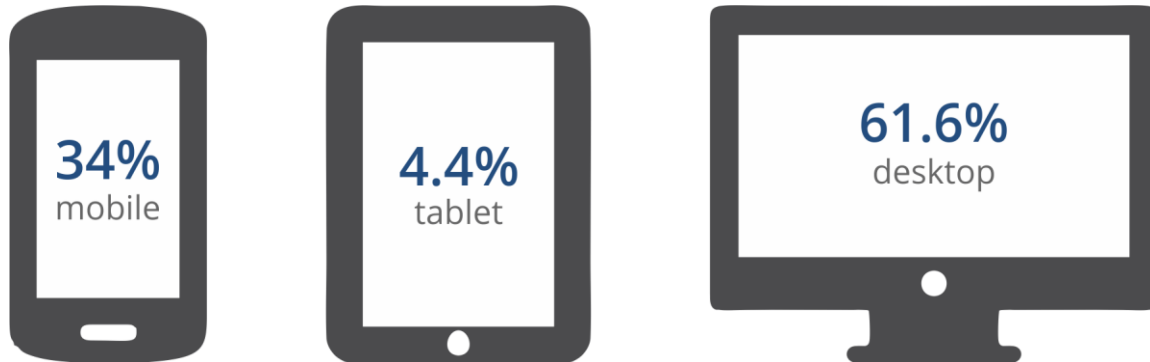
### Services with highest visits on app.mt.gov for 2016

Service	Visits	Month	Visits 2015	Visits 2016
ePass Montana	884,100	January	779,881	663,216
Unemployment Insurance Filing	732,739	February	596,727	658,084
Convicted Offender Network	424,929	March	613,630	751,471
Child Support Payment Display	326,087	April	624,231	638,410
Hunting and Fishing Licenses	283,582	May	530,480	612,703
Business Entity Search	268,048	June	541,818	768,172
Temporary Registration Permit	149,976	July	573,684	
Vehicle Registration Renewal (VRR)	106,000	August	545,964	
Business Entity Annual Reports	84,709	September	521,499	
		October	534,394	
		November	517,480	
		December	566,341	
		<b>Total</b>	<b>6,946,127</b>	<b>4,092,056</b>

## USER SESSIONS

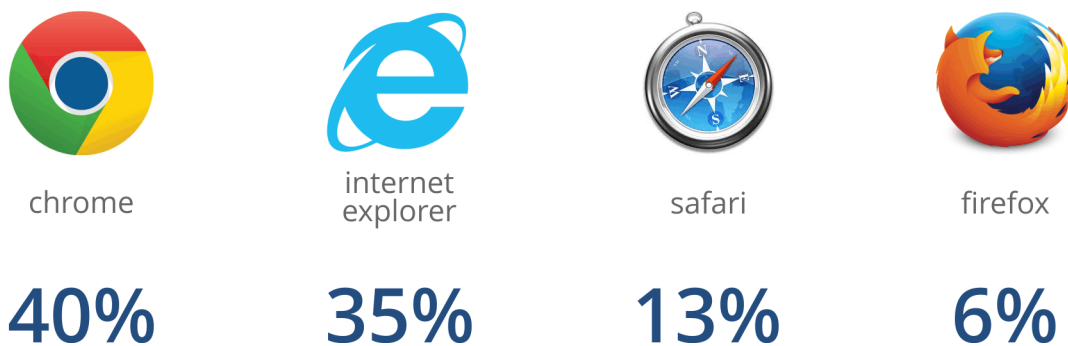
In Q2, there were 291,424 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 222 individual custom services.

### User sessions by device for Q2 2016



*This represents the percentages of the 291,424 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q2*

### User sessions by browser for Q2 2016



*This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 291,424 total user sessions in Q2*



## IN CLOSING

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As always, I appreciate your time and welcome your thoughts and feedback.  
I can be reached at 449-3468 x224 or [bkolenberg@mt.gov](mailto:bkolenberg@mt.gov).

Respectfully Submitted,

*Becki Kolenberg*  
General Manager

### Contact INFORMATION



### Website PROFILE LINK



### ***Along with the MI Management Team***

*Samantha Mongoven*  
Director of Marketing and Operations  
[smongoven@mt.gov](mailto:smongoven@mt.gov)  
406-449-3468 x225

*Jason Pektivitch*  
Director of Development  
[jpekovitch@mt.gov](mailto:jpekovitch@mt.gov)  
406-449-3468 x233

